

Medicaid Transportation Brokers

Medicaid is a federal entitlement program that pays for basic health care services for low-income individuals and long-term care for elders and people with disabilities. Congress established Medicaid in 1965 by enacting the Medical Assistance Program under Title XIX of the Social Security Act (Public Law 89-97). States administer their own Medicaid programs and establish their own eligibility standards, benefits packages, payment rates, and rules consistent with federal requirements. The federal government requires states to provide non-emergency medical transportation (NEMT) for those Medicaid clients that could not otherwise access medical facilities and services.

The Health and Recovery Services Administration¹ (HRSA) of the Department of Social and Health Services (DSHS) administers Washington State's Medicaid program. Since 1989, Washington has used a regional brokerage system to coordinate its Medicaid transportation. HRSA divides the state into 13 transportation service regions and contracts with a network of brokers. The brokers verify Medicaid clients' eligibility for the transportation program and arrange the least costly method of transportation which is available and appropriate for each client. Transportation methods used by the brokers include public bus, gas vouchers, client and volunteer mileage reimbursement, non-profit providers, taxi, cabulance, ferry, and commercial bus and air. HRSA does not permit brokers to provide rides directly except in certain regions where there are not enough transportation options to meet the NEMT need. Brokers receive an administrative fee to coordinate the transportation program plus reimbursement for the direct trip costs.

¹In 2006, the Medical Assistance Administration (MAA) was renamed the Health and Recovery Services Administration (HRSA).

In 2005, eight agencies served as brokers for the 13 transportation service regions.

Brokers	Brokerage Regions and Counties Served
COAST	Region 13: Asotin, Garfield, Whitman
Hopelink	Region 3: King
Human Services Council	Region 7: Clark, Cowlitz, Klickitat, Skamania, Wahkiakum
Northwest Regional Council	Region 1: Island, San Juan, Skagit, Whatcom
Paratransit Services	Region 2: Snohomish Region 4: Pierce Region 5: Clallam, Jefferson, Kitsap, north Mason Region 6: Grays Harbor, Pacific, Thurston, Lewis, south Mason
People For People	Region 8: Benton, Columbia, Franklin, Kittitas, Walla Walla, Yakima
Special Mobility Services, Inc.	Region 10: Ferry, Stevens, Pend Oreille Region 11: Lincoln, Grant, Adams Region 12: Spokane
Trancare	Region 9: Chelan, Douglas, Okanogan

Total Medicaid Spending: Washington State spent over 5.7 billion dollars in 2005 for its Medicaid program. The federal government reimbursed the state at a 50 percent rate.

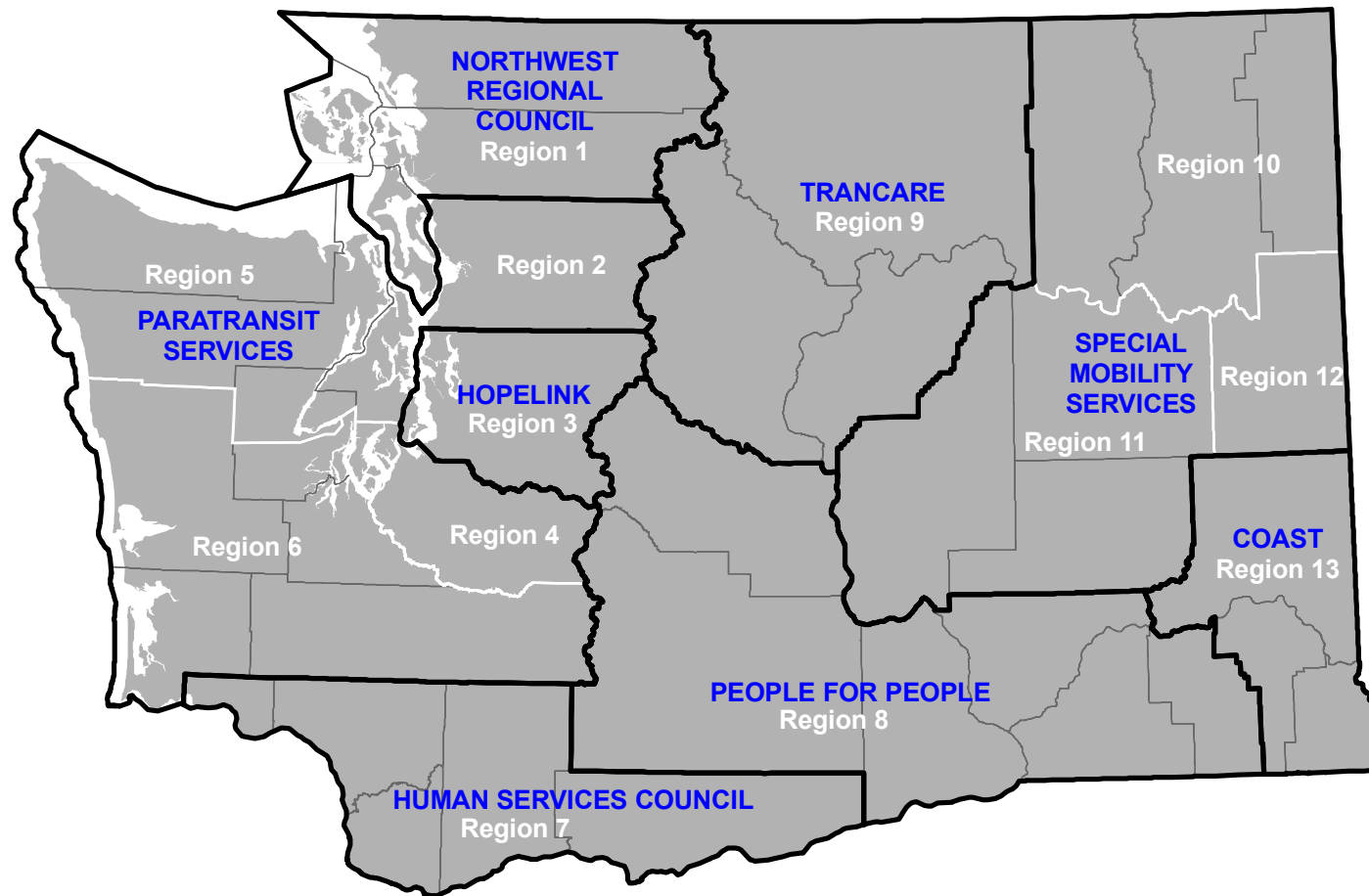
NEMT Expenditures: Washington State spent approximately 1 percent of its Medicaid budget on NEMT in 2005. This amounted to approximately \$57,954,386.

Utilization Rate: Approximately 5 percent of eligible Washington State Medicaid clients use NEMT services provided through the brokers.

Trip Costs: Washington State's brokers coordinated a total of 3,239,485 trips in 2005 at an average cost of \$17.89 per trip.

Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration (HRSA).

Medicaid Transportation Brokers

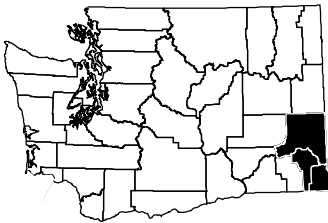


COAST
Hopelink
Human Services Council
Northwest Regional Council
Paratransit Services
People For People
Special Mobility Services, Inc.
Trancare

Gail Griggs
**Transportation Director/
Medicaid Brokerage Manager**

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System Snapshot

- Operating Name: Council on Aging and Human Services dba COAST
- Service Area: Medicaid Brokerage Region 13 – Whitman, Garfield, and Asotin Counties
- Congressional District: 5
- Legislative District: 9
- Planning Regions: Palouse RTPPO and Lewis-Clark Valley MPO
- Type of Agency: Non-profit
- Governing Body: Fourteen-member board, elected by existing board members throughout Whitman County

Current Operations

COAST is the Medicaid transportation broker in Region 13 which serves Whitman, Garfield, and Asotin Counties. COAST also serves five counties in Idaho (Nez Perce, Idaho, Clearwater, Lewis, and Latah) and provides the following services:

- Provides transportation for Medicaid clients in Idaho.
- Has subcontractors in all areas of service to provide the lowest cost, most appropriate transportation for all categories of clients.
- Provides demand response routes to and from specific communities to Spokane, Clarkston/Lewiston, and Moscow/Pullman service centers.
- Provides employment-related transportation for low-income Garfield residents.
- Contracts with area partners to provide transportation for older persons and persons with disabilities in Whitman, Asotin, and Garfield Counties and the southern region of Spokane County.

- Provides bi-monthly, demand response trips from isolated rural communities to urban service centers as well as daily routes linking Colfax and Pullman and flexible routed services in communities of Clarkston, Pullman, and Colfax.
- Coordinates volunteer drivers including the Community Van program which provides expanded access for all citizens of the City of Palouse and nearby Town of Garfield.
- Operates a regional dispatch/information center serving the counties of Whitman, Asotin, Garfield and the southern part of Spokane County in Washington as well as five north central Idaho counties.

Intermodal Connections

COAST makes active connections with all of the existing public transit systems and providers in the area.

Contracted Transportation Providers

Provides transportation for Medicaid clients directly as well as contracts with the following 12 providers:

All-Ways Transportation – Lewiston, Idaho
Black & White Cab – Lewiston, Idaho
Classic Transportation – Genesee, Idaho
Evergreen Towncar – Seattle, King County
Garfield County Hospital District – Pomeroy, Garfield County
Garfield County Transportation – Pomeroy, Garfield County
Interlink – Clarkston, Asotin County
TransTech – Lewiston, Idaho
Pullman Transit – Pullman, Whitman County
RSVP – Lewiston, Idaho
Special Mobility Services – Spokane, Spokane County
Wheelchair Transport – Spokane, Spokane County

Formal Plans

Washington Transportation Plan

ACCT Coordination Plans for Asotin and Whitman Counties
(2001-2003)

Asotin County Residential Developmental Services Interagency Plan
(2001-2003)

Aging and Long-Term Care of Eastern Washington Plan (2000-2003)

Southeastern Washington Aging and Long-Term Care Plan (2000-2003)

Palouse Economic Development Council, Economic Plan (1995)

Whitman County Alliance Provider Survey and Service Plan (1999)

2005 Achievements

- Successful competitive bidder to continue as the Medicaid broker for Region 13.
- Successful applicant for statewide competitive funding via the WSDOT Consolidated Grants Program for both operating and capital funding.
- Identified in Transportation Research Board (TRB) national study as the most coordinated rural/non-urban transportation system in the United States.
- Identified in Government Accountability Office (GAO) study as model program for coordination of services and funding for older persons.
- Included as a case study in a U.S. Administration on Aging (AoA) national study on transportation for senior services.
- Visited by representatives of the GAO in the process of studying Head Start transportation and utilization of multi-function school activity buses (MFSABs).

2006 Objectives

- Operate the system and purchase three vehicles including at least one MFSAB.

Long-range Plans

- Formation of a Whitman County Special Needs Transportation Benefit Area.



Region 13: Asotin, Garfield, Whitman Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	0	–	30.04%	\$ –	\$ –	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	17,093	60.44%	39.04%	298,354	17.45	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	2,106	7.45%	12.29%	54,432	25.85	35.44
Demand Response – Transit ³	955	3.38%	7.78%	1,432	1.50	1.16
Gas Voucher	34	0.12%	8.05%	285	8.39	4.78
Mileage Reimbursement	5,072	17.93%	0.82%	57,990	11.43	7.99
Volunteer – Agency	773	2.73%	1.07%	1,443	1.87	46.97
Volunteer – Broker	1,857	6.57%	0.62%	34,901	18.79	38.76
Airline	195	0.69%	0.02%	43,048	220.76	202.10
Commercial Bus	3	0.01%	0.01%	57	19.07	34.27
Train	44	0.16%	< .01%	88	2.00	28.20
Ferry	40	0.14%	0.26%	80	2.00	6.13
Foster Parent	109	0.39%	< .01%	218	2.00	2.26
Ancillary	–	–	–	280	–	–
Service Total	28,281	100%	100%	\$492,606	\$17.42	\$15.06
Administrative Costs	–	–	–	107,100	3.79	2.55
Subtotal	28,281	–	–	\$599,706	\$21.21	\$17.61
Out of State	0	–	–	0	–	363.85
Meals and Lodging – In State	1,745	–	–	46,161	26.45	37.31
Meals and Lodging – Out of State	0	–	–	0	–	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$645,867	\$22.84	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

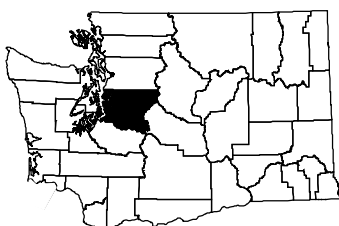
³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

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Internet Home Page: www.hope-link.org



System Snapshot

- Operating Name: Hopelink
- Service Area: Medicaid Brokerage Region 3 – King County
- Congressional Districts: 2, 7, 8
- Legislative Districts: 5, 11, 30, 32, 33, 34, 36, 37, 41, 43, 45, 46, 47, 48
- Planning Region: Puget Sound Regional Council
- Type of Agency: Non-profit
- Governing Body: Community Action Agency Structure—one third of the members represent clients, one third of the members represent the community at large, and one third represent government

Current Operations

- Special needs transportation brokerage for King County through contracts with DSHS for Medicaid Brokerage Region 3 as well as additional brokerage contracts held with three school districts (Auburn, Kent, and Northshore), Harborview Medical Center, Northwest Kidney Center, Lifelong Aids Alliance, and Boyer Children's Clinic.
- Under contract with King County Metro, assists in the development and implementation of the Residential Transportation Coordinator Project in the City of Bellevue. Funding for this program is through a Job Access and Reverse Commute (JARC) grant from the Federal Transit Administration awarded to King County Metro.

Facilities

Hopelink's Transportation Center is located at 14812 Main Street, Bellevue, Washington. This building was designed in part to accommodate the transportation brokerage's round the clock operations. It has a secure telecommunications room as well as a generator sufficient enough to fuel 48 hours of continual operations.

Intermodal Connections

Washington State Ferry System
Commercial air, bus, and train services

Partnerships

Auburn School District
Boyer Children's Clinic
City of Seattle Human Services Department
Harborview Medical Center
Kent School District
King County Key Partners In Transportation
King County Metro
Mount Si Senior Center
Non-profit Insurance Pool (NPIP)
Northshore School District
Northwest Kidney Center
Puget Sound Educational Service District
Sound Transit
Seattle/King County Taxi Advisory Group
United Way
Various medical providers and facilities in King County
Washington State Department of Social and Health Services
Washington State Department of Transportation

Contracted Transportation Providers

Puget Sound Dispatch
Orange Cab
Farwest Taxi
North End Taxi
Trans-Medic Transportation
Northwest Transport, Inc.
Blue Risin Transportation
Tacoma Yellow Cab
Seattle Express
Starline Transportation
American Cabulance
Transpro Inc.
Neighborhood House
Transia
Northshore Senior Center
Paratransit Services

Formal Plans

Puget Sound Regional Council
Sound Transit

2005 Achievements

- Served over 32,746 unduplicated clients between the Transportation and Interpreter Services Brokerages.
- Served 166 children and provided 9,468 trips with McKinney-Vento/homeless student and special education student transportation contracts with Kent, Auburn, and Northshore School Districts.
- Served as the lead agency for federal capital assistance grants (5310), provided two new minibuses for our partners Neighborhood House and Northshore Senior Center, and wrote a successful grant for \$295,000 that will provide seven more replacement vehicles over the next two years.
- Assisted Mount Si Senior Center in developing a successful WSDOT grant for \$211,000 that will help fund the Mount Si Community Shuttle in the Upper Snoqualmie Valley for another two years.
- Procured a new phone system for the brokerage operations.
- Awarded the Metro/Bellevue Crossroads Residential Transportation Coordinator (RTC) Program Contract. Six bilingual RTC's provided information on transportation options to their local communities.

2006 Objectives

- Provide over 1,200,000 brokered trips.
- Procure Brokerage Reservations and Scheduling Software.
- Participate in the Puget Sound Education Service District's McKinney-Vento Demonstration Project brokering transportation for homeless students.
- Expand the number of school districts receiving brokerage services.
- Expand the number of Residential Transportation Coordinator Contracts.
- Oversee the procurement of 5310 vehicles for Northshore Senior Center and Neighborhood House.
- Successful installation of new phone structure for the Transportation Contact Center.

Long-range Plans

- Develop systems and procedures that better prepare Hopelink to respond to community emergencies.
- Expand access to health care, education, employment, social services, and community activities.
- Expand the utilization of technology to optimize agency systems and processes and to improve customer service.
- Expand coordination efforts and partnerships.

Region 3: King County (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	304,046	25.79%	30.04%	\$786,157	\$2.59	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	555,408	47.11%	39.04%	10,383,354	18.70	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	162,314	13.77%	12.29%	5,186,028	31.95	35.44
Demand Response – Transit ³	992	0.08%	7.78%	17,539	17.68	1.16
Gas Voucher	152,648	12.95%	8.05%	381,752	2.50	4.78
Mileage Reimbursement	2,510	0.21%	0.82%	7,895	3.15	7.99
Volunteer – Agency	939	0.08%	1.07%	5,628	5.99	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	1	< .01%	0.02%	222	222.40	202.10
Commercial Bus	19	< .01%	0.01%	666	35.03	34.27
Train	2	< .01%	< .01%	30	15.00	28.20
Ferry	136	0.01%	0.26%	1,534	11.28	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	74,513	–	–
Service Total	1,179,015	100%	100%	\$16,845,318	\$14.29	\$15.06
Administrative Costs	–	–	–	2,990,400	2.54	2.55
Subtotal	1,179,015	–	–	\$19,835,718	\$16.82	\$17.61
Out of State	6	–	–	1,616	269.33	363.85
Meals and Lodging – In State	1,531	–	–	56,253	36.74	37.31
Meals and Lodging – Out of State	72	–	–	1,232	17.11	36.09
Vehicle Modification/Lift	1	–	–	5,429	5,429.00	1,624.49
Grand Total	–	–	–	\$19,900,248	\$16.88	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

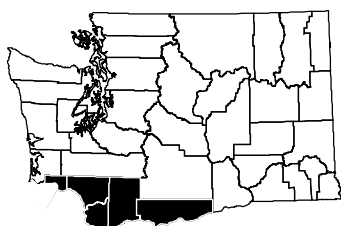
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Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

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Brokerage Director

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Internet Home Page: www.humanservicescouncil.com



System Snapshot

- Operating Name: Human Services Council (HSC)
- Service Area: Medicaid Brokerage Region 7 – Wahkiakum, Cowlitz, Skamania, Clark, and Klickitat Counties
- Congressional District: 3
- Legislative Districts: 15, 17, 18, 49
- Planning Regions: Southwest Washington RTPPO and Southwest Washington Regional Transportation Council
- Type of Agency: Non-profit
- Governing Body: Board of Directors consisting of 15 members representative of public and private agencies and volunteers in the fields of health, welfare, recreation, schools, business, labor, and other community groups

Current Operations

- Medicaid transportation broker for Region 7 (Clark, Cowlitz, Klickitat, Skamania and Wahkiakum Counties), brokering 223,582 trips in 2005.
- Employment transportation broker for low-income residents of Clark County, brokering 93,441 trips in 2005.
- Senior transportation broker, in partnership with the Southwest Washington Area Agency on Aging, brokering trips for seniors to area nutrition sites and adult day health centers.

Contracted Transportation Providers

American Medical Response – Clark and Cowlitz Counties
Catholic Community Services – Clark, Cowlitz, Skamania, and Wahkiakum Counties
City Taxi – Clark County
C-Tran – Clark County
CUBS (Community Urban Bus System) – Cowlitz County
Evergreen Services – Clark County
Golden Chariot Specialty Transport – Clark County
Hood River County Transportation District – Hood River County, Oregon
Klickitat County Senior Services – Klickitat County
Lower Columbia Community Action Council – Cowlitz and Wahkiakum Counties
Mercy 1 Transportation – Clark, Cowlitz, and Wahkiakum Counties
Metro West Ambulance – Clark County
Mick's Wheelchair and Medical Transport – Clark County
Quad City Cab – Clark and Cowlitz Counties
Skamania County Senior Services – Skamania County
Southwest Washington Area Agency on Aging – Clark, Cowlitz, Klickitat, Skamania, and Wahkiakum Counties
TLC Wheelchair Services – Clark and Cowlitz Counties
Trans-Care – Cowlitz and Wahkiakum Counties
Woodland Wheelchair Service – Clark and Cowlitz Counties

Formal Plans

Southwest Washington Agency on Aging 2006-2007 Area Plan Update

2005 Achievements

- Provided record volume of Medicaid trips and served record number of clients in Medicaid Brokerage Region 7.
- Facilitated uninterrupted dialysis services for clients shut off from highway routes due to rock slides, through provider partnerships and ferry transports.
- Coordinated Medicaid tracking systems to minimize duplication of services.
- Upgraded brokerage call center computer hardware to reduce scheduling time.
- Implemented new billing module software to increase timeliness of vendor invoice processing.

2006 Objectives

- Coordinate with Ride Connection volunteer transportation program to broker trips for life-sustaining and other medically urgent services.
- Increase volume of shared Medicaid/Senior/JARC trips.
- Upgrade brokerage server to enhance trip scheduling and invoicing speed and capacity.
- Move to a new HSC office location.

Region 7: Clark, Cowlitz, Klickitat, Skamania, and Wahkiakum Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	73,893	33.25%	30.04%	\$65,205	\$0.88	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	72,999	32.85%	39.04%	1,565,966	21.45	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	25,427	11.44%	12.29%	893,343	35.13	35.44
Demand Response – Transit ³	27,180	12.23%	7.78%	18,611	0.68	1.16
Gas Voucher	13,552	6.10%	8.05%	88,850	6.56	4.78
Mileage Reimbursement	44	0.02%	0.82%	1,422	32.32	7.99
Volunteer – Agency	9,032	4.06%	1.07%	322,410	35.70	46.97
Volunteer – Broker	0	–	0.62%	0	0.00	38.76
Airline	0	–	0.02%	0	0.00	202.10
Commercial Bus	12	0.01%	0.01%	337	28.08	34.27
Train	102	0.05%	< .01%	4,065	39.85	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	0	–	–
Service Total	222,241	100%	100%	\$2,960,210	\$13.32	\$15.06
Administrative Costs	–	–	–	699,372	3.15	2.55
Subtotal	222,241	–	–	\$3,659,582	\$16.47	\$17.61
Out of State	4	–	–	1,945	486.28	363.85
Meals and Lodging – In State	975	–	–	59,582	61.11	37.31
Meals and Lodging – Out of State	235	–	–	5,314	22.61	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total				\$3,726,423	\$16.77	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

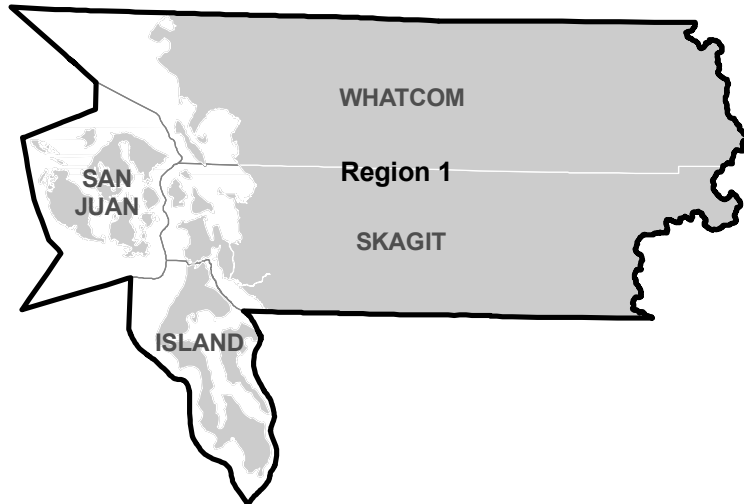
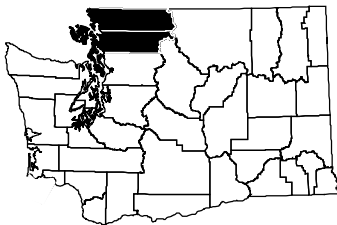
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Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

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Executive Director

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System Snapshot

- Operating Name: Northwest Regional Council
- Service Area: Medicaid Brokerage Region 1 – San Juan, Island, Whatcom, and Skagit Counties
- Congressional District: 2
- Legislative Districts: 10, 39, 40, 42
- Planning Regions: Whatcom Council of Governments, Skagit MPO, and Skagit-Island RTPPO
- Type of Agency: Quasi-governmental entity
- Governing Body: Council composed of two elected officials from each member county (Island, San Juan, Skagit and Whatcom)

Current Operations

Medicaid transportation broker for Region 1 (Whatcom, Skagit, Island, and San Juan Counties).

Intermodal Connections

Greyhound

County Connect (inter-county transit connection)

West-Isle Air

Washington State Ferry Service

Contracted Transportation Providers

City/Yellow Cab

Cascade Specialized Transportation

Triangle/RGI Van Service

Valley Taxi +

Western Van Service

Catholic Community Services

Senior Services of Island County

Mercy Transportation

Partnerships

Transit Districts:

Whatcom Transportation Authority

Skagit Transit

Island Transit

Local Tribes:

Nooksack

Swinomish

Upper Skagit

Lummi

Sauk Suiattle

Samish

Whatcom Alliance for Healthcare Access:

St. Joseph Hospital

Local Physicians, dentists, and other healthcare providers

Legislative officials

Local elected official

WSDOT (JARC Grant to provide transportation to DSHS WorkFirst clients)

Formal Plans

The Northwest Regional Council does an Area Plan every four years.

The last one covered the period of 2003-2007.

2005 Achievements

- Continued to provide low-cost transportation to Medicaid clients with exceptional use of transit services in the program.

2006 Objectives

- Create billing agreements with the last three of six targeted local Tribes who currently provide transportation to Medicaid eligible tribal members.
- Continue to provide cost-effective transportation.
- Improve internal processes through systems development and refinement.
- Participate in the volunteer dentist program to provide transportation to Medicaid eligible participants.

Long-range Plans

- Incorporate Medicaid transportation into discussions about total cost per patient for HRSA clients.
- Participate in Chronic Disease Management demonstration project.
- Increase outreach to local physicians' offices.
- Provide assistance to local Tribes to consider USDA tribal grants for vehicles.

Region 1: Island, San Juan, Skagit, and Whatcom Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	40,042	22.74%	30.04%	\$48,235	\$1.20	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	43,512	24.71%	39.04%	985,192	22.64	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	6,104	3.47%	12.29%	246,699	40.42	35.44
Demand Response – Transit ³	73,632	41.81%	7.78%	39,860	0.54	1.16
Gas Voucher	9,430	5.35%	8.05%	62,373	6.61	4.78
Mileage Reimbursement	677	0.38%	0.82%	3,824	5.65	7.99
Volunteer – Agency	812	0.46%	1.07%	35,907	44.22	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	4	< .01%	0.02%	860	215.00	202.10
Commercial Bus	6	< .01%	0.01%	107	17.83	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	1,902	1.08%	0.26%	17,452	9.18	6.13
Foster Parent	2	< .01%	< .01%	33	16.55	2.26
Ancillary	–	–	–	85	–	–
Service Total	176,123		100%	\$1,440,627	\$8.18	\$15.06
Administrative Costs	–	–	–	448,791	2.55	2.55
Subtotal	176,123	–	–	\$1,889,419	\$10.73	\$17.61
Out of State	6	–	–	3,034	505.65	363.85
Meals and Lodging – In State	1,396	–	–	76,086	54.50	37.31
Meals and Lodging – Out of State	33	–	–	2,057	62.33	36.09
Vehicle Modification/Lift	0	–	–	–	–	1,624.49
Grand Total	–	–	–	\$1,970,595	\$11.19	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

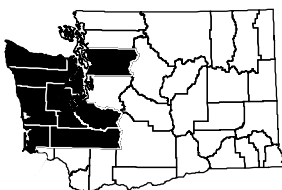
³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

David Baker
President/Chief Executive Office

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Internet Home Page: www.paratransit.net



System Snapshot

- Operating Name: Paratransit Services
- Service Range: Medicaid Brokerage Region 2 – Snohomish County
Region 4 – Pierce County
Region 5 – Clallam, Jefferson, Kitsap, and North Mason Counties
Region 6 – Grays Harbor, Pacific, South Mason, Thurston, and Lewis Counties
- Congressional Districts: 1, 2, 3, 6, 7, 8, 9
- Legislative Districts: 1, 2, 10, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 31, 32, 35, 38, 39, 44
- Planning Regions: Puget Sound Regional Council, Peninsula RTPO, Thurston Regional Planning Council, and Southwest Washington RTPO
- Type of Agency: Non-profit
- Governing Body: Nine-member Board of Directors comprised of a diverse group of community and business leaders

Current Operations

- Broker of Medicaid transportation and interpreter services for ten counties in northwestern Washington with a total service area of 14,707 square miles and a population of over 2 million people.
- Operates accessible public transit systems in Alaska, Washington State, Oregon, and northern California.

Facilities

Paratransit Services' Washington State Non-emergency Medicaid Transportation brokerage center is located in Bremerton, Washington. This facility is equipped with state-of-the-art telecommunications and management information systems and is staffed with call-taking, brokerage, customer service, technical support, training, and administrative personnel.

Intermodal Connections

In Pierce County, the Beyond the Borders program provides linkages to the Roy “Y” transit center.

In Snohomish County, Paratransit Services has established a feeder route from Community Transit fixed route to the Island Crossing Methadone Clinic, Monday through Friday from 6:00 a.m. to 9:00 p.m.

Paratransit Services provides linkages for Medicaid transportation clients whenever possible to all fixed route systems in Pierce, Snohomish, Clallam, Jefferson, Thurston, Kitsap, Lewis, Pacific, Grays Harbor, and Mason Counties.

Contracted Transportation Providers

Region 2

- Advanced Mobility
- American Cabulance
- Catholic Community Services
- Medi Ride
- Mercy Transportation
- Nile Express
- NorthWest Transport
- Northshore Senior Services
- Pace Van Service
- Plaza Transportation
- Senior Services of Snohomish
- Sound Cabulance
- Sunrise Services
- White Express
- Yellow Cab

Region 4

- Advanced Mobility of Puyallup
- American Cab
- Best Care Transport
- Blue Waters Transportation
- CCS Volunteer Chore
- City Cabulance Transportation
- Community Healthcarriage
- JD Transport
- JFM Transportation
- Life Transportation
- Local Motion
- Magic Carpet
- Mercy Transportation
- NorthWest Transport
- PSESD
- Safe Transportation
- Share My Ride, Inc.
- SLM Transportation
- Tacoma Taxi Express
- Tacoma Medical Transportation
- Tacoma Yellow Cab
- Transpro, Inc.
- Transoft, Inc.
- WA Soldiers Home & Colony

Region 5

Arrow Transportation
 Bainbridge Island Taxi
 CCS Volunteer Chore
 Clallam Transit System
 Concerned Citizens
 Jamestown S’Klallam Tribe
 Jefferson Transit Authority
 JFM Transportation
 Lower Elwha Tribe
 Makah Tribe
 NorthWest Transport
 Peninsula Transport Service
 Port Gamble S’Klallam Tribe
 PT Rocket Transportation
 Transpro, Inc.
 Troll’s Taxi
 WA Veterans Home
 West Sound Transportation

Region 6

Allen’s Cab
 Blue Waters Transportation
 CCSSW Volunteer Chore
 CCS Volunteer Chore
 Coastal Community Action Program
 Coastal Transport
 FarWest Transportation
 Glenoma Medical Transport
 Go Taxi of Lewis County
 Horizon Medical Transportation
 Lewis County Senior Services
 L.E.W.I.S. Mountain Highway Transit
 MEDIX Ambulance Service
 NorthWest Transport
 Shoalwater Bay Tribe
 The Volunteer Center
 Tours Plus
 Transpro, Inc.

2005 Achievements

- Extended the hours of the Washington State Medicaid transportation brokerage center to 24 hours a day, seven days a week. With the addition of a night shift, the call center personnel are now available to screen after-hours non-life threatening emergency room requests. This change reduced the incidence of service misuse and lowered the cost for after-hour service providers. Also gained internal operational efficiencies by shifting work unrelated to call intake to the evenings, enhancing capacity to support high call volumes during peak daytime hours.
- Continued to expand coordination efforts in Pierce County through two contracts, Beyond the Borders and McKinney-Vento. The Beyond the Borders contract provides for a feeder route from areas outside of the Pierce Transit service area to the nearest Park & Ride, which allows south Pierce residents to have access to transit. The McKinney-Vento contract assists Pierce County school districts in transporting some of the homeless children back to their school of origin to provide some stability in their lives. These two coordination contracts have been very successful, with ridership continuing to grow in 2006.
- Provided emergency response transportation for Katrina evacuees both regionally and at the Olympia Welcome Center. Staff coordinated all demand response transportation services provided at the Welcome Center.
- Continued to expand the fuel voucher and bus pass programs in all four Medicaid Brokerage Regions, which helps reduce the overall cost for client trips to Medicaid appointments.
- Added a direct customer comment line in order to get direct feedback from Medicaid clients. The Ombudsman reviews all of the comments and directs them to the proper person, allowing quicker responses to client concerns.
- Streamlined the Medicaid Interpreter Services program. Established excellent working relationships with roster of interpreter agencies and clients' medical providers. Service volume continues to grow in all regions.
- Developed cost-allocation formula based on "seat-share" miles which allows different funders to purchase and share a ride for a fairly apportioned trip cost.
- Upgraded the Washington State Medicaid transportation brokerage center telephone system to enhance reporting capabilities and client access.
- Provided in-house Train the Trainer and Driver Training courses to 674 individuals from transit operations and Medicaid transportation providers in ten counties.
- Provided Drug and Alcohol Testing Consortium services to Medicaid transportation providers in Washington State.



2006 Objectives

- Complete the upgrade process for the Medicaid transportation scheduling software Trapeze™ by August 2006. Upgrade in-house software used to broker the Medicaid Interpreter Services program.
- Institute Automated Call Back program for 10 counties, which automatically contacts clients the day prior to service informing them of the time of pickup and name of the transportation provider.
- Institute web-access Trip Check that allows Clients to check the time of their trip and name of transportation provider on-line.
- Study SmartCard application to Medicaid transportation brokerage program.
- Enhance educational outreach to facilities and agencies in the ten counties served.
- Improve client access through technological improvements leading to shorter call center hold times and improved web services.
- Utilize technology to automate “seat-share” per mile cost calculations to support multifunder trip sharing.
- Connect the Beyond the Borders program to Yelm and L.E.W.I.S. Mountain shuttles in Pierce and Thurston Counties.

Long-range Plans

- Review funding and grant opportunities to support increased coordination and technological development designed to increase efficiency and quality of services.
- Continue to enhance and improve coordination with emergency response and evacuation plans for all ten counties in the event of a major catastrophic event or in the event of a massive repatriation.
- Coordinate with other Medicaid transportation brokerages in developing the I-5 Corridor Shuttle and statewide ride sharing.
- Increase local and regional coordination with community, transit, agency, school, and private partners.
- Continue to work with school districts and transportation providers to refine McKinney-Vento homeless schoolchildren transportation services.
- Continue as a non-profit organization to act in the public interest and ensure that persons with special needs have access to quality transportation services.

Paratransit Services

Region 2: Snohomish County (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	39,765	19.34%	30.04%	\$113,047	\$2.84	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	123,916	60.27%	39.04%	2,628,963	21.22	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	31,739	15.44%	12.29%	1,175,823	37.05	35.44
Demand Response – Transit ³	262	0.13%	7.78%	652	2.49	1.16
Gas Voucher	1,717	0.84%	8.05%	6,389	3.72	4.78
Mileage Reimbursement	5,586	2.72%	0.82%	25,862	4.63	7.99
Volunteer – Agency	2,618	1.27%	1.07%	91,777	35.06	46.97
Volunteer – Broker	0	–	0.62%	–	–	38.76
Airline	0	–	0.02%	–	–	202.10
Commercial Bus	9	< .01%	0.01%	232	25.78	34.27
Train	0	–	< .01%	–	–	28.20
Ferry	2	< .01%	0.26%	16	8.00	6.13
Foster Parent	0	–	< .01%	–	–	2.26
Ancillary	–	–	–	–	–	–
Service Total	205,614	100%	100%	\$4,042,760	\$19.66	\$15.06
Administrative Costs	–	–	–	428,496	2.08	2.55
Subtotal	205,614	–	–	\$4,471,256	\$21.75	\$17.61
Out of State	0	–	–	–	–	363.85
Meals and Lodging – In State	468	–	–	28,987	61.94	37.31
Meals and Lodging – Out of State	0	–	–	–	–	36.09
Vehicle Modification/Lift	0	–	–	–	–	1,624.49
Grand Total	–	–	–	\$4,500,243	\$21.89	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

Region 4: Pierce County (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	285,653	47.87%	30.04%	\$970,121	\$3.40	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	153,160	25.66%	39.04%	3,251,037	21.23	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	70,596	11.83%	12.29%	2,525,053	35.77	35.44
Demand Response – Transit ³	80,319	13.46%	7.78%	127,818	1.59	1.16
Gas Voucher	4,285	0.72%	8.05%	19,015	4.44	4.78
Mileage Reimbursement	2,533	0.42%	0.82%	11,658	4.60	7.99
Volunteer – Agency	230	0.04%	1.07%	11,658	50.69	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	0	–	0.02%	0	–	202.10
Commercial Bus	0	–	0.01%	0	–	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	2	< .01%	0.26%	5	2.28	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	–	–	–
Service Total	596,778	100%	100%	\$6,916,364	\$11.59	\$15.06
Administrative Costs	–	–	–	1,057,320	1.77	2.55
Subtotal	596,778	–	–	\$7,973,684	\$13.36	\$17.61
Out of State	49	–	–	9,436	192.57	363.85
Meals and Lodging – In State	1,082	–	–	55,619	51.40	37.31
Meals and Lodging – Out of State	139	–	–	1,175	8.45	36.09
Vehicle Modification/Lift	4	–	–	4,596	1,148.95	1,624.49
Grand Total	–	–	–	\$8,044,510	\$13.48	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

Paratransit Services

Region 5: Clallam, Jefferson, Kitsap, and North Mason Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	47,608	34.64%	30.04%	\$203,439	\$4.27	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	44,777	32.58%	39.04%	1,480,519	33.06	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	8,534	6.21%	12.29%	321,787	37.71	35.44
Demand Response – Transit ³	17,518	12.74%	7.78%	28,854	1.65	1.16
Gas Voucher	11,167	8.12%	8.05%	91,969	8.24	4.78
Mileage Reimbursement	1,171	0.85%	0.82%	10,583	9.04	7.99
Volunteer – Agency	459	0.33%	1.07%	25,234	54.98	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	0	–	0.02%	0	–	202.10
Commercial Bus	19	0.01%	0.01%	519	27.32	34.27
Train	2	< .01%	< .01%	49	24.50	28.20
Ferry	6,195	4.51%	0.26%	31,598	5.10	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	–	–	–
Service Total	137,450	100%	100%	\$2,194,551	\$15.97	\$15.06
Administrative Costs	–	–	–	467,472	3.40	2.55
Subtotal	137,450	–	–	\$2,662,023	\$19.37	\$17.61
Out of State	0	–	–	0	–	363.85
Meals and Lodging – In State	1,561	–	–	46,619	29.86	37.31
Meals and Lodging – Out of State	0	–	–	0	–	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$2,708,642	\$19.71	\$17.89

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²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

Region 6: Grays Harbor, Lewis, Mason–south, Pacific, and Thurston Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	76,158	39.23%	30.04%	\$104,173	\$1.37	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	62,913	32.41%	39.04%	2,236,858	35.55	21.90
Demand Response (non–ambulatory ²) –						
Community Transportation Provider	18,564	9.56%	12.29%	1,004,083	54.09	35.44
Demand Response – Transit ³	710	0.37%	7.78%	710	1.00	1.16
Gas Voucher	22,030	11.35%	8.05%	172,857	7.85	4.78
Mileage Reimbursement	4,978	2.56%	0.82%	43,118	8.66	7.99
Volunteer – Agency	8,676	4.47%	1.07%	658,218	75.87	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	0	–	0.02%	0	–	202.10
Commercial Bus	0	–	0.01%	0	–	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	106	0.05%	0.26%	733	6.92	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	–	–	–
Service Total	194,135	100%	100%	\$4,220,750	\$21.74	\$15.06
Administrative Costs	–	–	–	504,000	2.60	2.55
Subtotal	194,135	–	–	\$4,724,750	\$24.34	\$17.61
Out of State	3	–	–	1,349	449.73	363.85
Meals and Lodging – In State	1,131	–	–	37,020	32.73	37.31
Meals and Lodging – Out of State	142	–	–	10,771	75.85	36.09
Vehicle Modification/Lift	3	–	–	2,971	990.47	1,624.49
Grand Total	–	–	–	\$4,776,861	\$24.61	\$17.89

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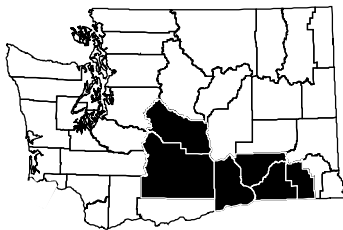
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Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

Marcy Durbin

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Internet Home Page: www.pfp.org



System Snapshot

- Operating Name: People For People (PFP)
- Service Area: Medicaid Brokerage Region 8 – Kittitas, Yakima, Benton, Franklin, Walla Walla, and Columbia Counties
- Congressional District: 4
- Legislative Districts: 13, 14, 15
- Planning Regions: Quad County RTPO, Yakima Valley Conference of Governments, and Benton-Franklin-Walla Walla RTPO
- Type of Agency: Non-profit
- Governing Body: Twelve-member volunteer Board of Directors consisting of broad representation of the counties served

Current Operations

Brokerage serves communities in six counties by arranging transportation for people of all ages that have current Washington State Department of Social and Health Services Medicaid coupons and need transportation to non-emergency medical services. Verification for proper eligibility is confirmed and then the most cost-effective, appropriate transportation is coordinated.

A primary goal of these services is to assist clients with vouchers for gasoline or mileage reimbursement if they have their own transportation resources. If that is not possible, transportation is arranged using contracted providers such as local transit and paratransit providers, volunteer drivers, non-profit providers, cabulance, and taxi companies.

People For People ensures that the lowest cost, most appropriate ride is arranged for the client. Trips may be shared with other riders.

Contracted Transportation Providers

In addition to providing transportation, People For People contracts with nine other transportation providers:

- A+ Transportation NW, Inc. – Pasco, Franklin County and City of Yakima, Yakima County
- ABC Taxi – Walla Walla, Walla Walla County
- Appointment Keepers – College Place, Walla Walla County
- Columbia County Public Transportation – Dayton, Columbia County
- Hopesource – Ellensburg, Kittitas County
- Medstar Cabulance – Zillah, Yakima County
- Transportation Solutions – Walla Walla, Walla Walla County
- Tri City Deluxe Cab – Pasco, Franklin County and City of Yakima, Yakima County

2005 Achievements

- PFP brokered 129,296 trips in the six county region.

2006 Objectives

- Continue providing safe, cost-effective transportation for DSHS eligible clients.



Region 8: Benton, Columbia, Franklin, Kittitas, Walla Walla, and Yakima Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	4,037	3.12%	30.04%	\$6,170	\$1.53	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	64,643	50.00%	39.04%	2,174,677	33.64	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	20,268	15.68%	12.29%	850,643	41.97	35.44
Demand Response – Transit ³	26,414	20.43%	7.78%	18,800	0.71	1.16
Gas Voucher	7,431	5.75%	8.05%	83,951	11.30	4.78
Mileage Reimbursement	3,395	2.63%	0.82%	42,839	12.62	7.99
Volunteer – Agency	4	< .01%	1.07%	22	5.60	46.97
Volunteer – Broker	3,095	2.39%	0.62%	203,743	65.83	38.76
Airline	0	–	0.02%	0	–	202.10
Commercial Bus	9	0.01%	0.01%	337	37.44	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	0	–	–
Service Total	129,296	100%	100%	\$3,381,183	\$26.15	\$15.06
Administrative Costs	–	–	–	561,588	4.34	2.55
Subtotal	129,296	–	–	\$3,942,771	\$30.49	\$17.61
Out of State	0	–	–	0	–	363.85
Meals and Lodging – In State	5,467	–	–	180,380	32.99	37.31
Meals and Lodging – Out of State	0	–	–	0	–	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$4,123,151	\$31.89	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

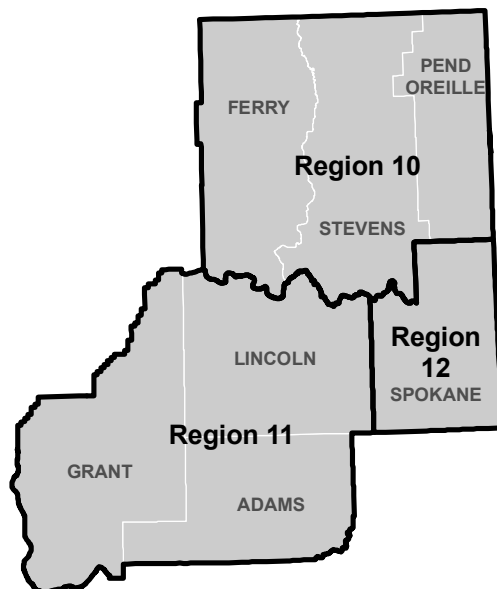
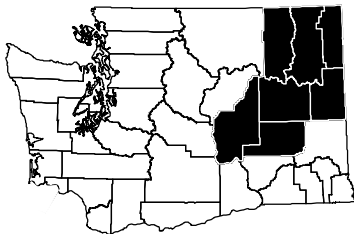
²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

Rusty Koontz
Regional Manager

Medical Transportation Assistance Unit
3102 East Trent, Suite 210
Spokane, WA 99202-3800
(509) 532-9505



System Snapshot

- Operating Name: Special Mobility Services, Inc.
- Service Area: Medicaid Brokerage Region 10 – Ferry, Stevens, and Pend Oreille Counties
Region 11 – Grant, Lincoln, and Adams Counties
Region 12 – Spokane County
- Congressional Districts: 4, 5
- Legislative Districts: 4, 6, 7, 9, 12, 13
- Planning Regions: North East Washington RTPPO, Spokane Regional Transportation Council, and Quad County RTPPO
- Type of Agency: Non-profit
- Governing Body: Five-member board of directors

Current Operations

Brokers transportation for Medicaid clients in Regions 10 (Ferry, Stevens, and Pend Oreille Counties), 11 (Grant, Lincoln, and Adams Counties), and 12 (Spokane County).

Intermodal Connections

Clients may use local transportation to connect to intercity bus, rail, or air for out-of-area appointments.

Contracted Transportation Providers

AAA Taxi
Affordable Cabs
Anytime Anywhere Taxi
Binder Transportation
Broadway Cab
Cheney Care Center
Eagle Connection
Evergreen Towncar
Fairfield Good Samaritan
Ferry County Community Services
Northern Star Transportation
On the Go
Pend Oreille County Mental Health
Precious Cargo
Rural Resources Community Action
SMS Adult Day Health
Special Mobility Services, Inc.
Specialty Transport
Spokane Dispatch Services
Spokane Guilds School
Stevens County Counseling
WheelchairTransport

2005 Achievements

- Coordinated with Spokane Transit Authority to reduce duplication of services, such as transportation to Adult Day Health program.

2006 Objectives

- Work with area volunteers and volunteer programs to fill unmet transportation needs.

Long-range Plans

- Continue work with neighboring areas such as Pend Oreille, Stevens, Ferry, Lincoln, Adams, and Grant County ACCT efforts.

Region 10: Ferry, Pend Oreille, and Stevens Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	870	2.97%	30.04%	\$731	\$0.84	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	5,635	19.22%	39.04%	134,491	23.87	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	2,655	9.05%	12.29%	273,820	103.13	35.44
Demand Response – Transit ³	31	0.11%	7.78%	233	7.50	1.16
Gas Voucher	11,744	40.05%	8.05%	116,251	9.90	4.78
Mileage Reimbursement	8	0.03%	0.82%	394	49.24	7.99
Volunteer – Agency	8,309	28.33%	1.07%	330,441	39.77	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	69	0.24%	0.02%	12,455	180.50	202.10
Commercial Bus	4	0.01%	0.01%	174	43.50	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	7	–	–
Service Total	29,325	100%	100%	\$868,996	\$29.63	\$15.06
Administrative Costs	–	–	–	94,776	3.23	2.55
Subtotal	29,325	–	–	\$963,772	\$32.87	\$17.61
Out of State	2	–	–		–	363.85
Meals and Lodging – In State	506	–	–		0.00	37.31
Meals and Lodging – Out of State	2	–	–		–	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$963,772	\$32.87	\$17.89

¹Ambulatory demand response services do not require vehicles with lifts and/or other accommodations. Passengers are able to walk and do not rely on wheelchairs or other mobility devices which would necessitate a vehicle with a lift or other accommodations in order for passengers to board.

²Non-ambulatory demand response services require vehicles with lifts and/or other accommodations in order for passengers to board who cannot walk and rely on wheelchairs or other mobility devices.

³Service cost and cost-per-trip calculation only represent transit fares paid by brokers. The fully allocated cost is \$23.30 per trip on average. This number is based on the statewide average cost-per-trip of transit systems' demand response services (Washington State Department of Transportation, *Washington State Summary of Public Transportation – 2005*, August 2006).

Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

Region 11: Adams, Grant, and Lincoln Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	402	1.25%	30.04%	\$629	\$1.57	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	17,439	54.13%	39.04%	902,881	51.77	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	6,638	20.60%	12.29%	353,911	53.32	35.44
Demand Response – Transit ³	51	0.16%	7.78%	1,275	25.00	1.16
Gas Voucher	5,962	18.51%	8.05%	69,114	11.59	4.78
Mileage Reimbursement	616	1.91%	0.82%	6,924	11.24	7.99
Volunteer – Agency	1,102	3.42%	1.07%	96,965	87.99	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	2	0.01%	0.02%	494	247.20	202.10
Commercial Bus	6	0.02%	0.01%	150	25.00	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	0	–	–
Service Total	32,218	100%	100%	\$1,432,343	\$44.46	\$15.06
Administrative Costs	–	–	–	108,336	3.36	2.55
Subtotal	32,218	–	–	\$1,540,679	\$47.82	\$17.61
Out of State	4	–	–	3,535	883.75	363.85
Meals and Lodging – In State	2,327	–	–	47,463	20.40	37.31
Meals and Lodging – Out of State	0	–	–	0	–	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$1,591,677	\$49.40	\$17.89

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Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

Region 12: Spokane County (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	99,636	37.25%	30.04%	\$282,536	\$2.84	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	94,661	35.39%	39.04%	1,555,049	16.43	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	40,212	15.03%	12.29%	1,040,807	25.88	35.44
Demand Response – Transit ³	20,034	7.49%	7.78%	35,488	1.77	1.16
Gas Voucher	10,959	4.10%	8.05%	36,288	3.31	4.78
Mileage Reimbursement	0	–	0.82%	0	–	7.99
Volunteer – Agency	1,639	0.61%	1.07%	44,978	27.44	46.97
Volunteer – Broker	0	–	0.62%	0	–	38.76
Airline	284	0.11%	0.02%	55,101	194.02	202.10
Commercial Bus	48	0.02%	0.01%	2,304	48.00	34.27
Train	0	–	< .01%	0	–	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	917	–	–
Service Total	267,473	100%	100%	\$3,053,467	\$11.42	\$15.06
Administrative Costs	–	–	–	544,920	2.04	2.55
Subtotal	267,473	–	–	\$3,598,387	\$13.45	\$17.61
Out of State	18	–	–	7,139	396.63	363.85
Meals and Lodging – In State	1,787	–	–	92,795	51.93	37.31
Meals and Lodging – Out of State	16	–	–	2,393	149.55	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$3,700,714	\$13.84	\$17.89

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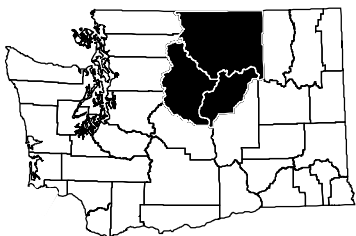
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Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

Greg Wright
Director

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Internet Home Page: www.trancare.org



System Snapshot

- Operating Name: Trancare
- Service Area: Medicaid Brokerage Region 9 – Okanogan, Chelan, and Douglas Counties
- Congressional District: 4
- Legislative Districts: 7, 12
- Planning Regions: North Central RTPPO and Wenatchee Valley Transportation Council
- Type of Agency: Non-profit
- Governing Body: Board of Directors

Current Operations

Transportation brokerage for Medicaid clients in Region 9 (Chelan, Douglas, and Okanogan Counties).

Intermodal Connections

Link Transit at the Columbia Station in Wenatchee

Contracted Transportation Providers

Link Transit – Chelan/Douglas Counties

Gateway Bus Company – E. Wenatchee

Wenatchee Mobility Services – Wenatchee

MEDSTAR Cabulance – Moses Lake

Classic Taxi – Wenatchee

Lake Chelan Taxi – Chelan

Omak Cab – Omak

Okanogan County Senior Nutrition Transportation – Omak

Okanogan Valley Transportation – Oroville

Smilequest – Warden

Colville Tribal Health – Omak

Colville Convalescent Center – Nespelam

Valley Care Center – Okanogan

2005 Achievements

- Received capitol grant through WSDOT's 2005-2007 Consolidated Public Transportation Grant Process for new call center communication equipment.
- Increased volunteer driver pool. Approximately 28 percent of all trips are brokered through the volunteer driver program.

2006 Objectives

- Increase efforts to coordinate connectivity with existing resources in the three county area.
- Develop agency website for general information on Medicaid transportation and interpreter services offered by Trancare.

Long-range Plans

- Focus on obtaining additional transportation resources in hard to serve rural areas.
- Strengthen Volunteer Driver Program (VDP) and increase percentage of brokered trips through the VDP.

Region 9: Chelan, Douglas, and Okanogan Counties (2005)

Transportation Type	Passenger Trips			Expenses		
	Number	Percent of Total	Statewide Average Percent of Total	Amount	Average Cost Per Trip	Statewide Average Cost Per Trip
Fixed Route – Transit	953	2.30%	30.04%	\$705	\$0.74	\$2.65
Demand Response (ambulatory ¹) –						
Community Transportation Provider	8,538	20.60%	39.04%	95,784	11.22	21.90
Demand Response (non-ambulatory ²) –						
Community Transportation Provider	2,817	6.80%	12.29%	177,896	63.15	35.44
Demand Response – Transit ³	3,964	9.56%	7.78%	2,189	0.55	1.16
Gas Voucher	9,973	24.06%	8.05%	118,097	11.84	4.78
Mileage Reimbursement	0	–	0.82%	0	–	7.99
Volunteer – Agency	0	–	1.07%	0	–	46.97
Volunteer – Broker	15,166	36.59%	0.62%	541,165	35.68	38.76
Airline	1	< .01%	0.02%	190	189.91	202.10
Commercial Bus	30	0.07%	0.01%	772	25.72	34.27
Train	1	< .01%	< .01%	27	27.00	28.20
Ferry	0	–	0.26%	0	–	6.13
Foster Parent	0	–	< .01%	0	–	2.26
Ancillary	–	–	–	555	–	–
Service Total	41,443	100%	100%	\$937,379	\$22.62	\$15.06
Administrative Costs	–	–	–	242,736	5.86	2.55
Subtotal	41,443	–	–	\$1,180,115	\$28.48	\$17.61
Out of State	1	–	–	5,536	5,536.32	363.85
Meals and Lodging – In State	2,277	–	–	82,623	36.29	37.31
Meals and Lodging – Out of State	16	–	–	570	35.63	36.09
Vehicle Modification/Lift	0	–	–	0	–	1,624.49
Grand Total	–	–	–	\$1,268,844	\$30.62	\$17.89

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Source: Washington State Department of Social and Health Services, Health and Recovery Services Administration, 2005.

